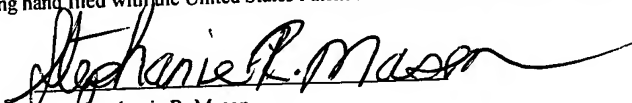


CERTIFICATE OF HAND DELIVERY

I hereby certify that this correspondence is being hand filed with the United States Patent and Trademark Office in Alexandria, Virginia on September 22, 2003.


Stephanie R. Mason

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of:

Robert FRITZ

Serial No.: New Application

Filing Date: September 22, 2003

For: OUTBOUND CALL CENTER

Examiner: To Be Assigned

Group Art Unit: To Be Assigned

**INFORMATION DISCLOSURE
STATEMENT UNDER 37 CFR 1.97 & 1.98**

Mail Stop DD
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Pursuant to 37 CFR 1.97 and 1.98, Applicant submits for consideration in the above-identified application the documents listed on the attached Form PTO-1449. Copies of the documents are also submitted herewith. The Examiner is requested to make these documents of record.

This Information Disclosure Statement is submitted together with the filing of this application; accordingly, no fee or separate requirements are required.

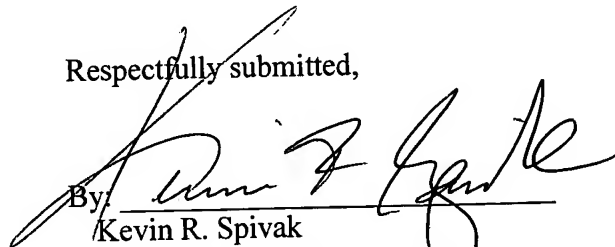
Applicant would appreciate the Examiner initialing and returning the Form PTO-1449, indicating that the information has been considered and made of record herein.

The information contained in this Information Disclosure Statement under 37 CFR 1.97 is not to be construed as a representation that: (i) a complete search has been made; (ii) additional information material to the examination of this application does not exist; (iii) the information, protocols, results and the like reported by third parties are accurate or enabling; or (iv) the above information constitutes prior art to the subject invention.

In the event that the transmittal letter is separated from this document and the Patent and Trademark Office determines that an extension and/or other relief is required, applicant petitions for any required relief including extensions of time and authorizes the Commissioner to charge the cost of such petitions and/or other fees due in connection with the filing of this document to **Deposit Account No. 03-1952** referencing 449122062500. However, the Commissioner is not authorized to charge the cost of the issue fee to the Deposit Account.

Dated: September 22, 2003

Respectfully submitted,

By: 

Kevin R. Spivak

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Form PTO-1449 INFORMATION DISCLOSURE CITATION IN AN APPLICATION <i>(Use several sheets if necessary)</i>				Docket Number: 449122062500		Application Number: Not Yet Assigned	
				Applicant Robert FRITZ			
				Filing Date: September 22, 2003		Group Art Unit: Not Yet Assigned	
				Mailing Date September 22, 2003			
U.S. PATENT DOCUMENTS							
Examiner Initials	Ref. No.	Date	Document No.	Name	Class	Subclass	Filing Date If Appropriate
	1.						
FOREIGN PATENT DOCUMENTS							
Examiner Initials	Ref. No.	Date	Document No.	Country	Class	Subclass	Translation YES NO
	2.	05/17/2001	WO 01/035617 A3	PCT			X
	3.	12/07/1994	0660573 A2	Europe			X
OTHER DOCUMENTS <i>(including author, title, Date, Pertinent Pages, Etc.)</i>							
Examiner Initials	Ref. No.	Title					
	4.						
EXAMINER:					DATE CONSIDERED:		
EXAMINER: Initial if citation considered, whether or not the citation conforms with MPEP 609. Draw a line through the citation if not in conformance and not considered. Include a copy of this form with next communication to applicant.							